



CERTIFICATE OF MAILING 37 C.F.R. 1.8(a)

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

9-4-03
Date

Dora Rios
Dora Rios

#10A
SMC
9/10/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)
Judkins, et al.) Confirmation No. 7190
)
Serial No.: 09/513,784) Examiner: William J. Deane, Jr.
)
Filed: February 25, 2000) Group Art Unit: 2642
)
For: INTEGRATED ACD AND IVR) Attorney Docket No. 81544.005
SCRIPTING FOR CALL CENTER)
TRACKING OF CALLS)

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**AMENDMENT AND RESPONSE TO
OFFICE ACTION DATED JUNE 6, 2003**

Technology Center 2600

Mail Stop: Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Official Action dated June 6, 2003, please enter the following remarks.

X



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Enclosed are:

- Amendment and Response to Office Action Mailed June 6, 2003;
- Certificate of Mailing under 37 C.F.R. § 1.8(a); and
- Postcard.

The fee has been calculated as shown below.

CLAIMS AS AMENDED						
	(1) CLAIMS REMAINING AFTER AMENDMENT		(2) HIGHEST NO. PREVIOUSLY PAID FOR	(3) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	18	MINUS	** -18	*** 0	X \$18/9	\$0
INDEPENDENT CLAIMS	3	MINUS	** -3	***	X \$84/42	\$0
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT: \$0.00						

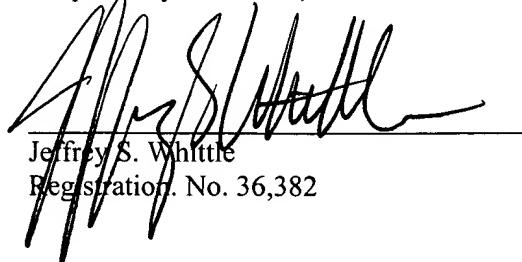
*If the entry in column 1 is less than the entry in Column 2, write "0" in Column 3.

** If the "highest Number Previously Paid For: IN THIS SPACE is less than 20, write "20" in this space.

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.

The Commissioner is authorized to charge any fees to the Deposit Account of Bracewell & Patterson, L.L.P., Deposit Account No. 50-0259, attorney docket no. 81544.005.

Respectfully submitted,



Jeffrey S. Whittle
Registration No. 36,382

Date: 9/4/03

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